IDAHO FIRST BANK

IT Director Position Description

Title: IT Director	**Date:** 2021
Location: Boise	**Status:** Salaried, Full-Time
Category:	**Hours:** As Needed
Reports To:	**Department:** Administration

SUMMARY

This position is responsible for and leads the development and daily delivery of IT Infrastructure, Networking, Workstation Hardware and IT Security. This position will manage, motivate, schedule and lead the IT staff. The role also manages key third-party service providers in delivery of critical applications in ASP and Hosted Networking Environment.

Position adheres to confidentiality policy, code of ethics and knowledge of Bank Secrecy Act and best practices. Working knowledge of key IT and Security regulations and guidelines.

Assures compliance with all Bank policies and procedures, as well as, all applicable state and federal banking regulations.

ESSENTIAL RESPONSIBILITIES

- Provide leadership, vision, and management to the IT strategy, performance and staff by providing day-to-day supervision, conducting performance appraisals, and delegating work assignments for all IT personnel.

- Oversee vendor management for critical third-party IT vendor, managing performance daily, contract changes, and service level agreement achievement. Manage annual vendor management review. Maintain and continuously improve the internal customer service capability delivery by staff and vendors to ensure efficient and effective IT support within the cost framework and other expected standards approved by management.

- Ensure the continual operation of the IT network including the wireless networks.

- Recommend changes to contracts, infrastructure and products to Executive Management. Lead the implementation of approved enhancements. Maintain project plans in compliance with company project management policy's and ensure projects are scheduled, delivered on time and properly assessed for management of risk. Create a budget for each project as well as managing the financial aspects of the entire IT department such as purchases and ongoing budgeting.

- Manage and update policies and practices related to IT Risk Management, Performance, IT Security and Business Continuity and monitor compliance with policy and regulatory guidance.

- Oversee the development, design, and implementation of new applications and changes to existing hardware, software and products.

- Lead continuous improvement efforts on network performance, cost and growth.

- Other related duties or responsibilities as needed or assigned.

ADDITIONAL RESPONSIBILITIES

- Responsible for the ordering, acquisition, inventorying, and disposition of hardware and software.

- Continuously test, improve and report on IT Security monitoring capability, reporting and regulatory compliance.

- Ensure protection of restricted and confidential information in all channels and data repositories.

- Periodically test and ensure that all backup and disaster recovery procedures and plans are current and functioning as agreed in contracts with third-party security providers.

- Ensure written documentation is created and maintained to include policies and procedures, user and system manuals, license agreements, and all documentation relating to modifications and upgrades with the most recent technologies and security threat intelligence and advise on new technological solutions and their implementation will meet business and systems requirements.

- Assist with preparation and/or delivery required reporting to management and the Board of Directors—facets of IT performance, IT based product risk and performance, IT Security and Business Continuity.

SUPERVISORY RESPONSIBILITY

- Supervise IT Staff members delivering service to internal customers. Ensure proper customer service is demonstrated at all times.
- Full cycle supervisory responsibilities for direct reports.
- Manages day-to-day service delivery performance of key technology vendors.

ENVIRONMENT AND PHYSICAL ACTIVITY

- Generally work will be performed in a climate controlled office environment.
- Prolonged periods of sitting at a desk in front of computer screens.
- Must be able to lift up to 15 pounds at times.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE, SKILLS & ABILITIES

- Excellent verbal and written communication skills.
- Advanced organizational skills and attention to detail.
- Must be able to multitask in a fast-paced environment.
- Self-motivated to provide extraordinary service to all customers.
- Positive and professional attitude and communication must be demonstrated at all times.
- Ability to learn and adapt to regulatory changes and organizational growth.

EDUCATION AND EXPERIENCE

Required:
- Bachelors degree in Computer Science; masters degree or MBA preferred.
- 10 years experience managing IT service delivery in a partially or fully cloud-based environment.
- Experience managing diverse types of Technology Service Providers.

Preferred:
- Experience in a Jack Henry banking software environment.
- Leadership and Management Experience.

AAP/EEO